

# **Thriving Among Difficult People**

Sponsored by:

**Dorothy & Associates, Inc.**

**2190 Morningside Drive, Emporia, KS 66801**

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## **Program Description**

You know the difficult people in your life; now find out what motivates them (and you!) as well as strategies for handling difficult behaviors at this upbeat and informative seminar.

## **Dates/Locations**

**March 13, 2012—Gadsden, AL**

Gadsden Inn & Suites

200 Albert Rains Boulevard

**March 14, 2012—Anniston, AL**

Anniston City Meeting Center

1615 Noble Street

**March 16, 2012—Cullman, AL**

Holiday Inn Express Hotel & Suites

2052 Hayes Drive Northwest

## **Objectives**

Upon completion of the seminar, you will be able to:

1. Identify three or more types of difficult people;
2. Identify two or more motivators;
3. Identify three or more strategies to deal with difficult behaviors;
4. Identify two or more techniques to enhance your relationship with the difficult client/patient/resident/co-worker; and
5. Apply the action planning process to prevent difficult behaviors.

## **Agenda**

7:45 Registration

8:00 **Making Sense of Difficult People**

\*What Makes a Person Difficult?

- \*Who are Your Difficult People?

- \*Hot Buttons: Cause and Effect

- \*The 10 Most Difficult People

*Tank, Sniper, Know-It-All, Whiner, Negative, No Response, Super-Agreeable, Indecisive, Grenade, Think-They-Know-It-All*

### **What Motivates THEM (and what motivates You!)**

- \*Getting It Done

- \*Getting It Right

- \*Getting Along

- \*Getting Appreciated

### **Bringing an End to Difficult Behaviors**

- \*General Techniques

- \*Specific Strategies for Each Type

12:00 Lunch (On Your Own)

### **1:00 Bringing an End to Difficult Behaviors Continued**

- \*Specific Strategies for Each Type

### **When Your Client/Patient/Resident/Co-Worker is Difficult**

- \*Just Give Me the Chocolate

- \*Deskercises

- \*What Antidepressants and Gardening Have in Common

- \*The Good 'Ole TV Days

### **Preventing Difficult Behaviors**

- \*What's Your Role?

- \*Simplifying the Process

- \*When to Get Help

3:30 Adjourn

(Breaks Given Throughout the Day)

### **Speaker**

Dorothy Yeager, M.S., is a professional speaker, facilitator, grant writer/reviewer, author, wife and mother. She has a Master's Degree in Adult Education and is certified in Family and Consumer Sciences by the American Association of Family and Consumer Sciences. Dorothy blends her knowledge with the arts (music, poetry, and short stories) to not only educate but to inspire her audiences.

Dorothy has presented more than 600 seminars to health professionals that include: *Health Professionals Have Feelings, Too!*, *Survival Skills for the Health Professional*, and *The Gifts of Humor & Touch*. Dorothy, described as the *caregiver's caregiver*, has presented at many state and national conferences including the Kansas City University of Medicine and Biosciences Homecoming CME Conference. Her warm and compassionate style makes her a favorite with audiences throughout the United States.

### **Contact Hours**

7-RN, LPN  
6-Social Work  
6-Adult Care Home Administration

### **Continuing Education Credit**

The Alabama Board of Nursing (Provider No.: ABNP1407; expiration date: November 12, 2012) approves Dorothy & Associates as a provider of continuing education.

Alabama Nurses: Bring your license to the seminar to be scanned for continuing education credit.

The Board of Nursing Home Administrators has approved this seminar for 6 hours of continuing education credit for licensed nursing home administrators in the State of Alabama.

This seminar has been approved for six hours of continuing education credit for social workers by the Alabama State Board of Social Work Examiners.

### **Tuition**

\$99.00 (Includes seminar, handouts, and coffee)  
(Returned check fee of \$30.00)

### **Refund Policy**

You may cancel your registration up to 72 hours before the start of the seminar. Your registration fee will be refunded less a \$15.00 processing fee. Substitutions are welcome at anytime. Seminars cancelled due to “acts of God” will be rescheduled and refunds will not be issued. Under no circumstances shall Dorothy & Associates, Inc. be liable for a refund to an attendee for any sum in excess of registration actually paid.

### **Tax Deduction**

All expenses of Continuing Education (including registration fees, travel, meals, and lodging) taken to maintain and improve professional skills may be tax deductible according to Treasury Regulation 1.162-5 Coughlin vs. Commissioner, 203 F2d 307. See your tax accountant for details.

**Pre-Registration Form**  
**Pre-Register By:**

1. Calling 1-888-836-7684 or 1-620-341-9878 between 9:00 a.m. and 6:00 p.m. Monday through Friday and paying with your Visa or MasterCard;
2. Completing this form and mailing to Dorothy & Associates, Inc., 2190 Morningside Drive, Emporia, KS 66801;
3. Completing this form (including credit card or purchase order information) and faxing to 1-620-341-9878;
4. Registering and paying online at [www.DorothyAndAssociates.com](http://www.DorothyAndAssociates.com).

Date of Seminar You Will Be Attending:\_\_\_\_\_

Location of Seminar You Will Be Attending:\_\_\_\_\_

Name:\_\_\_\_\_

Occupation:\_\_\_\_\_

License Number:\_\_\_\_\_

Address:\_\_\_\_\_

City/State/Zip:\_\_\_\_\_

Home/Cell Phone:\_\_\_\_\_

Work Phone:\_\_\_\_\_

**Payment Information:**

\_\_\_\_\_ Check enclosed for \$99.00 payable to Dorothy & Associates, Inc.

\_\_\_\_\_ Purchase order attached: #\_\_\_\_\_

\_\_\_\_\_ Credit/Debit to: \_\_\_\_\_ Visa \_\_\_\_\_ MasterCard

Credit/Debit Card Number:\_\_\_\_\_

Expiration Date:\_\_\_\_\_

Signature:\_\_\_\_\_

Credit Card Billing Address if Different From Address Above:

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Registration is confirmed unless otherwise notified. Advance registration is required, including payment. Enrollment is limited.

*Thank You and See **You** Soon!*

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**What Former Participants are Saying About This Seminar**

“This seminar opened my eyes to why some behaviors occur. Gave great insight on how to defuse a situation before it becomes a major problem.” Denise Odgaard, LPN, Albion, NE

“Everything presented was relevant, helpful and provided ‘hands on’ tools to take back into the workplace. Presentation was excellent, presenter knowledgeable and at ease with content. I didn’t nod off once!” Mary Averill, Vassar, KS

Great seminar-Dorothy! I appreciated your presentation, keeping on track and all of the useful information. THANK you for the packet of handouts.” Sherry Brown, RN, Marysville

“Excellent! et able to use in professional and personal life with people. Very Professional and a Great Learning Experience! One of the Best Seminars I’ve attended! Kept you interested and wanting more!” Mary Kline, RN, DON, Frontenac, KS

“Your delivery was excellent. Because of your own strong people skills, it was easy to believe/accept the concepts presented. I look forward to enrolling in another one of your seminars.” Sarah Lehman, RN, Pittsburg, KS

“This was great! Now I know why I have always felt like an alien. A people oriented person surrounded by Task oriented get it doners! Thank you for helping me understand this better. That was my ‘Aha! moment’ Today.” Overland Park, KS Participant

“Very good explanation of how people behave the way they do.” Mary Hesser, RN, Cortland, NE

“Great way to get CEU’s”. Tresa Worster, RN, Plymouth, NE

“...I believe this seminar has given me better insight and knowledge to communicate with the different employees.” Angie Sutton, Payroll/HE, Genoa, NE

“This awareness will come in handy as (I) have about 100 co-workers. I deal with infection control, risk management, (and) quality improvement.” Anita Kaspar, LPN, IC Coordinator, Risk Management, Continuing Quality Improvement Coordinator

“One of the Best Workshops I have been to in a long time.” DeEtta J. Vrana, Administrator, Lincoln, NE

“This was a fabulous workshop that can be used in all walks of life...I will be able to apply the knowledge I’ve gained in my own home!” Amy Owens, RN, Trinity, AL

“It was a marvelous workshop. I learned a lot that will help me in my work situation. Speaker very knowledgeable and interesting...” Tamara Long, LPN, Axtell, NE

“This workshop gave me insight into how to work with the younger staff. I will try some of these methods to get them to improve their work. At times it is hard to communicate with them and not make them angry.” Marcia Ann Williams, LPN, Grand Island, NE

“Very informative. I definitely will take some, much of what we discussed back to my facility and apply. Interesting to learn the different personalities and how best to work with them.” Cynthia Douglas, RN, Minden, NE

“This subject was so interesting and everyone should attend in all kinds of jobs.” Carmen Kurz, RN, St. Paul, NE

“I really appreciated the information. It helped me understand myself better and why I react the way I do and has given me several ideas on how to handle and deal with others I consider difficult. Thanks a lot.” Dana Grindle, Holbrook, NE

“The presenter was interesting and engaging. The material is relevant for my position as Probate Judge. The information helped me understand myself and others better.” Judge Leah Patterson Lust, M.S.W., Cullman, AL

“Thank you so very much for the excellent handouts given. I can use it quickly for future references.” Wonda H. Martin, LPN, Cullman, AL